

Caerphilly County Borough **Delivers**



Thanks for your feedback

Caerphilly County Borough Council has received a major vote of confidence from local people about the quality of the services we deliver.

In June this year we carried out a wide scale 'Household Survey' asking residents for their views on a range of frontline services including social services, education, recycling, highways and community safety.

Taking everything into account, **82% of respondents were satisfied with the overall service provided by the council.** This has increased from 77% in 2011 and exceeds the council's own target for 2013 of 78%.



Positive Household Survey results

The key findings of the 2013 Household Survey include:



Cllr Harry Andrews, Leader of Caerphilly Council said, "These results are very positive and clearly show that local people appreciate the services provided by our excellent workforce. Improvements have been made in many areas when compared with the results of the 2011 Household Survey and we will now build on this data to make further improvements."

Services generating high levels of satisfaction include refuse and recycling, parks and play areas, libraries, leisure, learning, local town centres, bus services and the council's newsletter called Newsline. Dog fouling, litter/waste accumulation, the condition of pavements/walkways and thoroughfares, weeds and overgrowth were the biggest problems that respondents felt affected the appearance of their streets.

The total number of responses to the 2013 Household Survey was 2,280 & these were submitted through a mix of online and postal questionnaires.

The results will be used by the authority to feed into its Corporate Improvement Plan. The data will also help determine priorities and shape services in the future.

- Taking everything into account, 82% of respondents were satisfied with the overall service provided by the Council. This has increased from 77% in 2011 and exceeds the Improvement Plan target for 2013 of 78%.

- There has been an improvement since 2011 in the proportion of respondents who feel the quality of life in their neighbourhood and local town centre has got better during the last 12 months.



- 82% of respondents were satisfied with their neighbourhood and 62% with their local town centre for shopping, an improvement from 2011.



- There were high levels of satisfaction with leisure, learning and cultural activities, in particular, there was a significant increase in satisfaction with libraries and parks and play areas since 2011.



- There were high levels of satisfaction with most aspects of the local bus service, with satisfaction with the state of bus stops/ shelters showing a significant increase since 2011.



- There are very high levels of satisfaction with all aspects of recycling & refuse services.



- The vast majority of respondents agreed that Newsline is a useful source of news & information and they get it delivered regularly.



Plans in place for Winter!

The council's grit supplies are fully stocked – at 10,000 tonnes – so that we are well prepared to tackle any severe snow and ice problems throughout the winter months.

In addition to the 10,000 tonnes of salt in storage, the council also has more than **800 salt bins** located across the county borough, which have already been filled ready for the winter.

The council is has also recently taken delivery of two new gritters, to supplement its fleet, which now stands at **13 gritters** ready for the winter. The council's highways network totals over **1,150 kilometres**. A standard gritting run covers **485 kilometres** on **9 gritting routes**. When circumstances arise, the council has **54 trained personnel** available using 13 specialist vehicles. Each standard gritting run uses around **80 tonnes** of salt, and in times of severe weather, the council can use up to **400 tonnes** per day.



Once again this year, parents & guardians will be able to access up-to-the-minute information on school closures in the county borough by visiting www.caerphilly.gov.uk/schoolclosures. For further information on winter maintenance arrangements across Caerphilly county borough, please visit www.caerphilly.gov.uk



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